



MEMORANDUM

TO: Telecommunications Coordinators
Data Processing Managers (00-04)

FROM: Frank Cavallaro, Manager *F.C.*
Bureau of Communication and Computer Services

DATE: March 17, 2000

SUBJECT: Returning Rented Data Communications Equipment to BCCS

The Department of Central Management Services offers two return options to help make the process of returning data communications equipment more convenient. The following is the BCCS Data Communications Equipment Return Policy and explanation of the return options.

It is the user agency's responsibility to return data communications equipment to BCCS when there is no longer a need for that equipment. The monthly rental of the equipment ceases when the equipment is checked into our Data Provisioning Warehouse. The monthly rental fee includes the initial shipment of this equipment to the user site. The return of this equipment is at the user agency's expense.

Return Options:

1. User Return -- You may return the equipment. If you do not return the equipment within 30 days from the disconnect date of the service, BCCS will automatically choose option #2 for you. Billing for this escalation of return service would be through MONIES and appear on your monthly invoice.
2. BCCS Pickup Service -- We will pick up this equipment from the user site at the rate equal to two hours of our Dedicated Technician rate. Please indicate on the TDR for removal of service and equipment that you want us to pick up the equipment. We will make all of the necessary arrangements, provide boxing and packing, etc., and guarantee return. Billing for this value added service would be through MONIES and appear on your monthly invoice. If the Dedicated Technician cannot locate the equipment within 30 days of their dispatch, the data communications equipment will be declared lost or stolen. Your agency will be charged for the replacement of the unit through MONIES and appear on your monthly invoice.

If you have any questions about this value-added service, please contact Steve Hayden, Data Provisioning Manager at (217) 524-5033.

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